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To: U.S. Patent and Trademark Office – From: Christian R. Andersen
MAIL STOP: Amendment Specialist – Intellectual Property
Examiner: H.A. AGDEPPA
Group Art Unit: 2642

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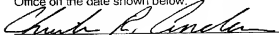
FORMAL SUBMISSION OF:

- 1) Transmittal Letter;
- 2) Supplemental Information Disclosure Statement with form PTO/SB/92; and
- 3) Response to Non-Final Office Action.

Title: SYSTEMS AND METHODS FOR PROVIDING AUDIO INFORMATION TO SERVICE AGENTS
Serial No. 09/845,486
Filing Date: April 30, 2001
First Named Inventor: Joshua BERS
Atty. No. 00-4064

CERTIFICATE OF FACSIMILE TRANSMISSION

I hereby certify that the above-referenced documents are facsimile transmitted to the Patent and Trademark Office on the date shown below:


Christian R. Andersen

Date of Transmission: August 19, 2005

#1742 v1

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AMENDMENT TRANSMITTAL LETTER				Docket No. 00-4064
Application No. 09/845,486	Filing Date April 30, 2001	Examiner H. A. Agdeppa	Art Unit 2642	
Applicant(s): Joshua Bers et al.				
Invention: SYSTEMS AND METHODS FOR PROVIDING AUDIO INFORMATION TO SERVICE AGENTS				
TO THE COMMISSIONER FOR PATENTS				
Transmitted herewith is an amendment in the above-identified application.				
The fee has been calculated and is transmitted as shown below.				
CLAIMS AS AMENDED				
	Claims Remaining After Amendment	Highest Number Previously Paid	Number Extra Claims Present	Rate
Total Claims	31	-	=	X
Independent Claims	8	-	=	X
Multiple Dependent Claims (check if applicable) <input type="checkbox"/>				
Other fee (please specify):				
TOTAL ADDITIONAL FEE FOR THIS AMENDMENT:				0.00
<input checked="" type="checkbox"/> Large Entity <input type="checkbox"/> Small Entity				
<input checked="" type="checkbox"/> No additional fee is required for this amendment.				
<input type="checkbox"/> Please charge Deposit Account No. _____ in the amount of \$ _____ A duplicate copy of this sheet is enclosed.				
<input type="checkbox"/> A check in the amount of \$ _____ to cover the filing fee is enclosed.				
<input type="checkbox"/> Payment by credit card. Form PTO-2038 is attached.				
<input checked="" type="checkbox"/> The Director is hereby authorized to charge and credit Deposit Account No. <u>07-2347</u> as described below. A duplicate copy of this sheet is enclosed.				
<input checked="" type="checkbox"/> Credit any overpayment.				
<input checked="" type="checkbox"/> Charge any additional filing or application processing fees required under 37 CFR 1.16 and 1.17				
Joel Wall Attorney Reg. No.: 25,648				Dated: <u>August 19, 2005</u>
VERIZON CORPORATE SERVICES GROUP INC. 600 Hidden Ridge Drive Mailcode HQE03H14 Irving, TX 75038 (972) 718-4800				

Amendment Transmittal

I hereby certify that this correspondence is being facsimile transmitted to the Patent and Trademark Office, facsimile no. 571-273-8300, on the date shown below.

Dated: August 19, 2005

Signature

(Christian R. Andersen)